

An Introduction to the Office for Family Independence Maine DHHS

Legislative Orientation
Prepared for the
128th Legislative Session
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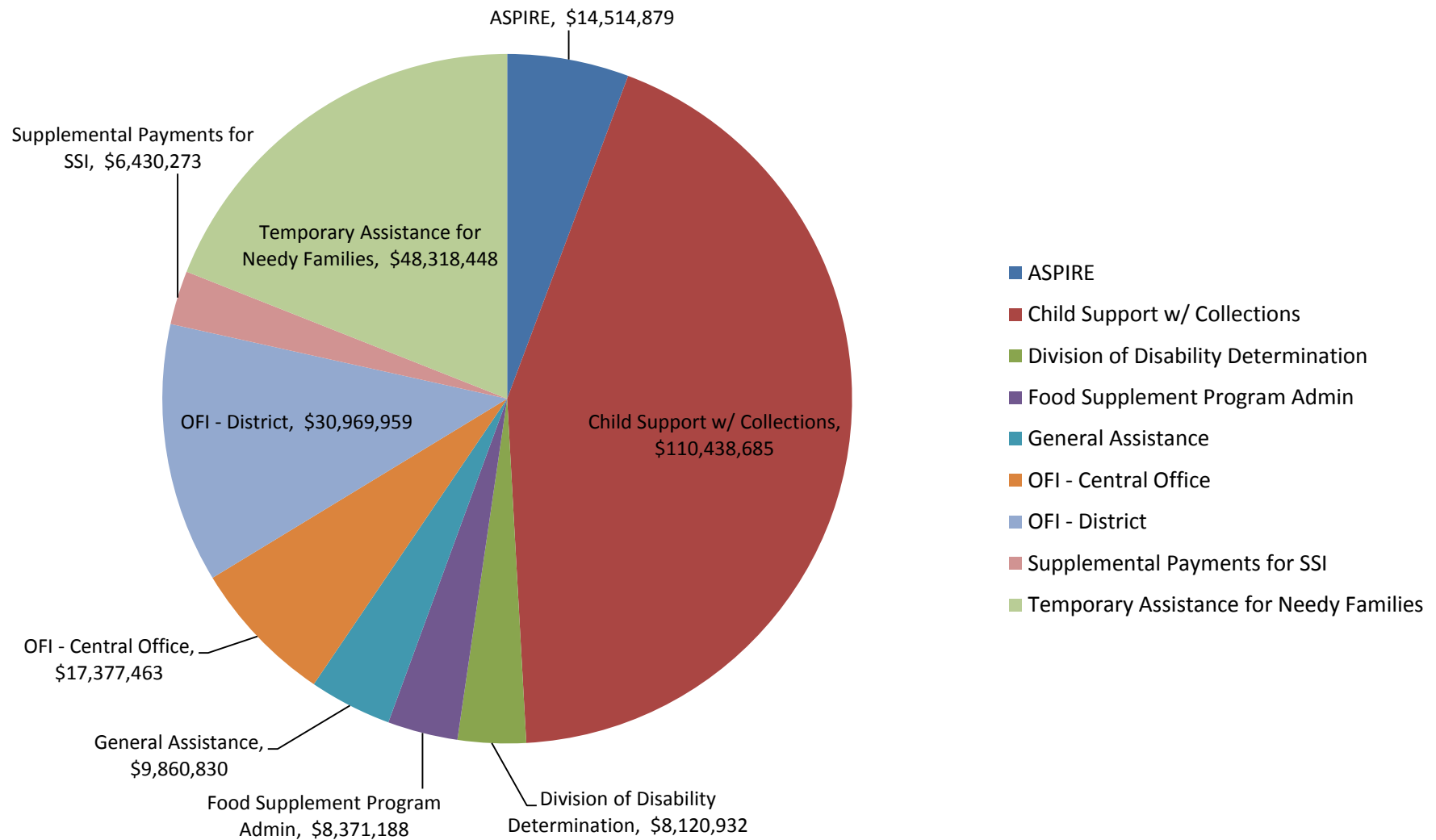
The Office for Family Independence
assists Maine's neediest citizens
to meet their basic needs while
supporting their path
to independence and employment

The Office At A Glance

Positions: 962

SFY '16 Expenditures: \$254,402,657

OFI: SFY '16 Expenditures by Appropriation



OFI: People We Serve, Services We Provide

1.

OFI determines eligibility for four major welfare programs including:

- MaineCare
- Supplemental Nutrition Program (SNAP)
- Temporary Assistance to Needy Families (TANF)
- Welfare to Work – Breaking the Cycle

* Eligibility is determined in accordance with federal and state law.

2.

OFI oversees and funds the General Assistance program in partnership with municipalities across Maine.

3.

OFI assists parents with child support payments through the Division of Support Enforcement and Recovery by collecting child support payments and disbursing to the custodial parent, locating missing parents and establishing paternity for children born out of wedlock.

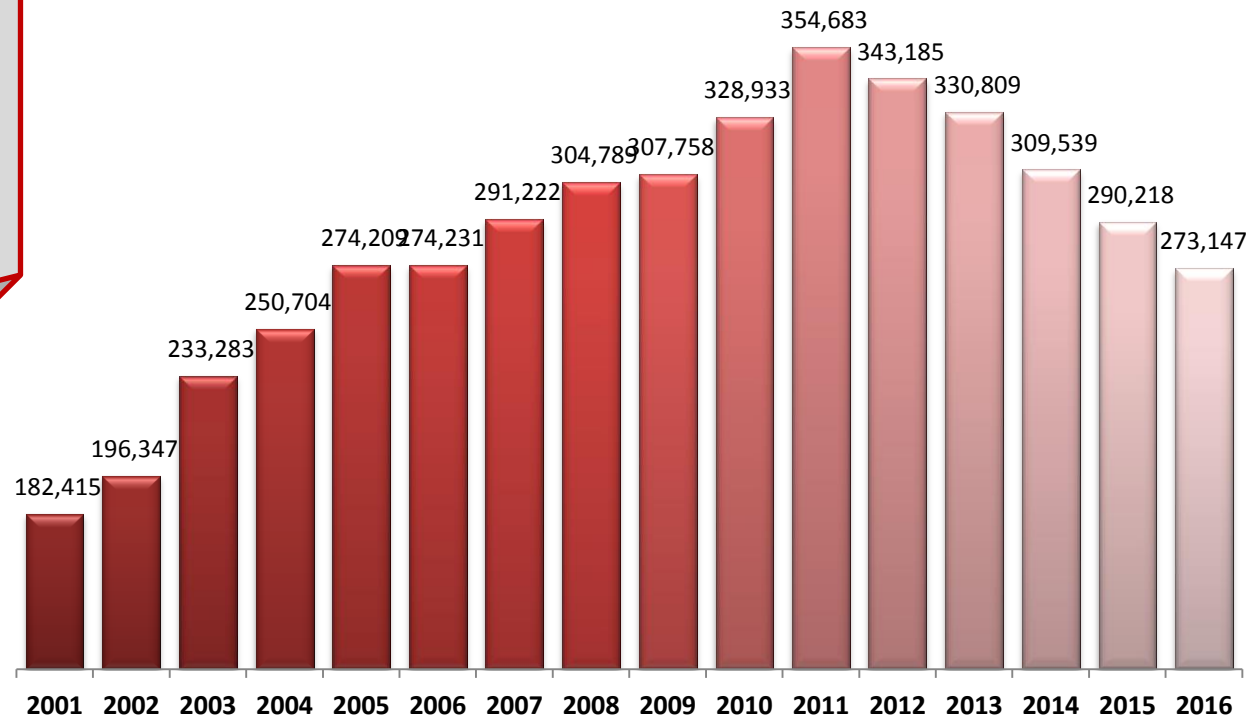
4.

OFI determines Social Security Disability for applicants and processes disability claims for the Social Security Administration.

OFl: MaineCare Eligibility Determinations

OFl processes more than 35,000 applications for MaineCare coverage annually, determining eligibility for nearly all eligibility groups and services including but not limited to: parents, children, nursing homes, residential care, Medicaid disability, Medicare Savings Plans and CHIP. All financial eligibility is determined by OFI, but medical eligibility in some cases is determined by a separate program office at DHHS.

On average, all
MaineCare
applications are
processed within
29 days

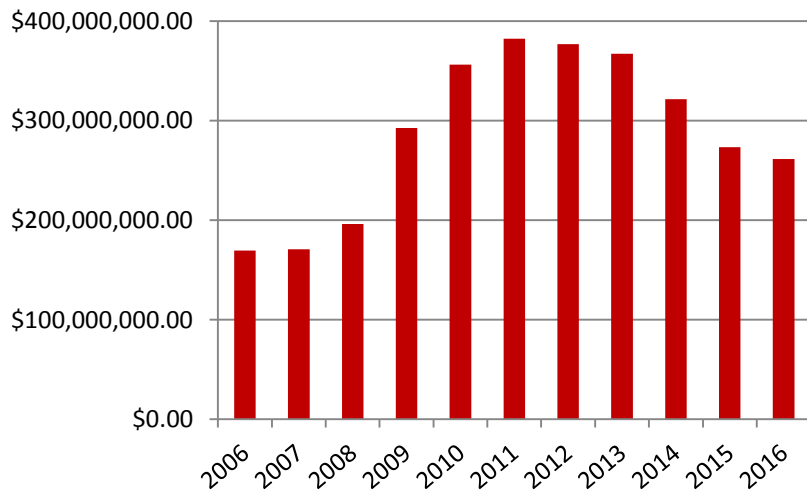


OFl: Supplemental Nutrition Program (SNAP)

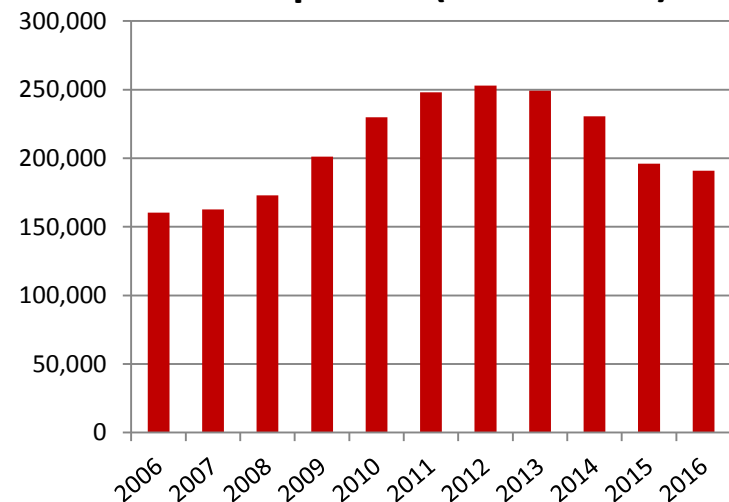
Food Supplement (99,238 cases; 190,826 individuals in Maine receive Food supplement benefits):

- Benefits are 100% federally-funded. (There is a state-funded program for legal non-citizens.)
- States administer the program and determine eligibility
- States fund 50% of the administration costs
- Total federal benefits paid in SFY '16 = **\$261M**

Cost of Program (2006-2016)



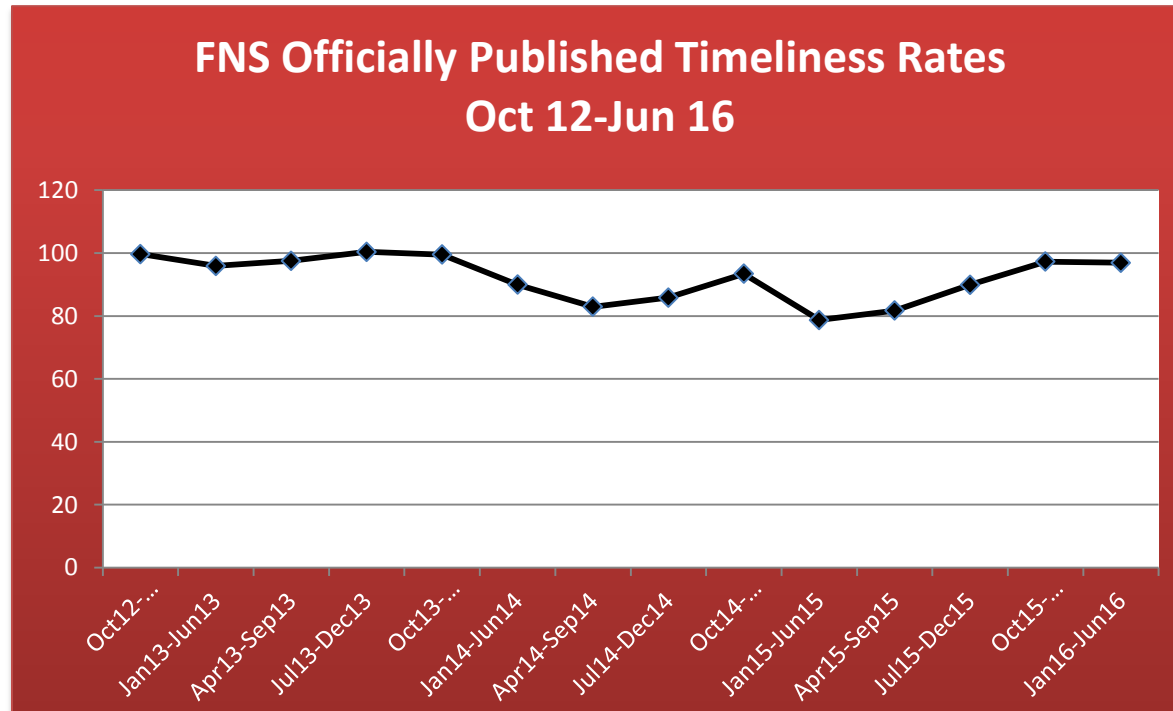
Participation (2006-2016)



OFl: Supplemental Nutrition Program (SNAP)

OFl processes more than 29,000 applications for SNAP annually with a national timeliness rate of 97%

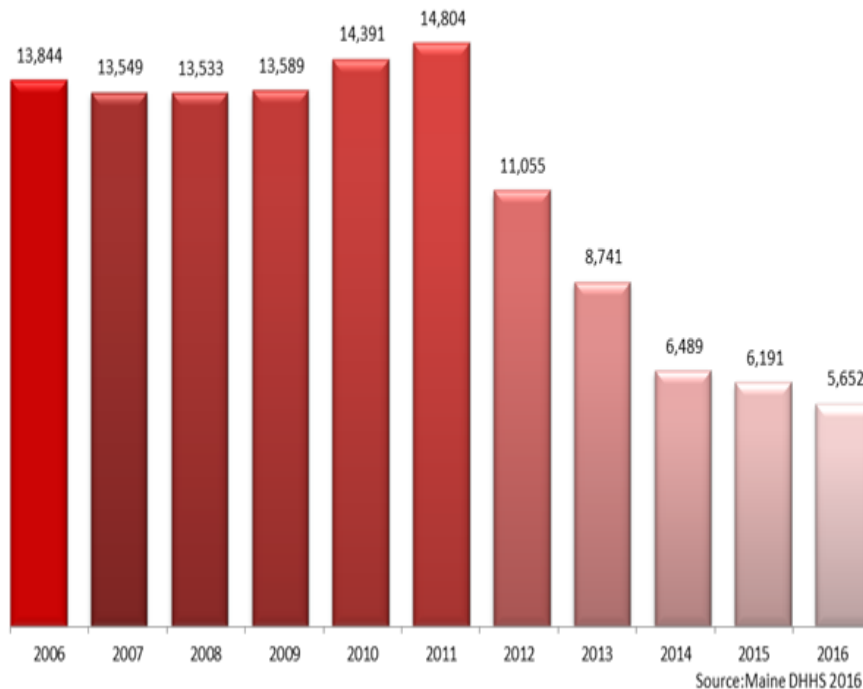
On average, all **SNAP** applications are processed within **16 days**



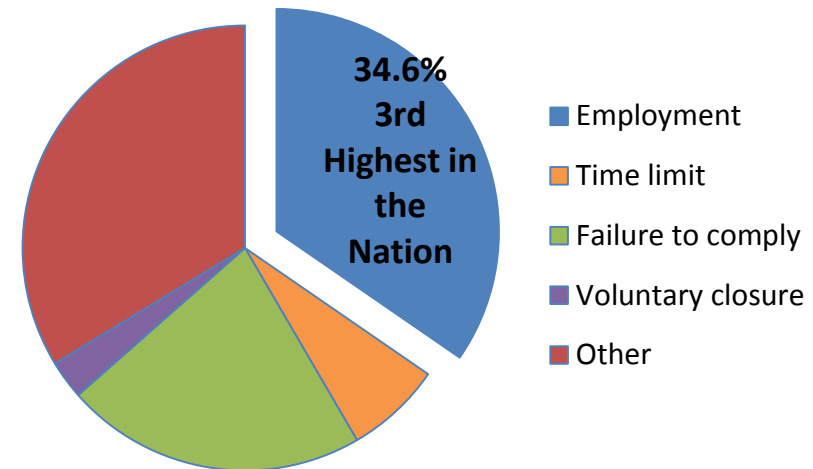
OFl: Temporary Assistance for Needy Families (TANF)

Temporary Assistance to Needy Families provides temporary cash benefits for up to 60 months to families with children who are deprived of the care and support of a parent. It is a Federally funded program through a \$78 million block grant which requires a state Maintenance of Effort (MOE) equal to \$41 million

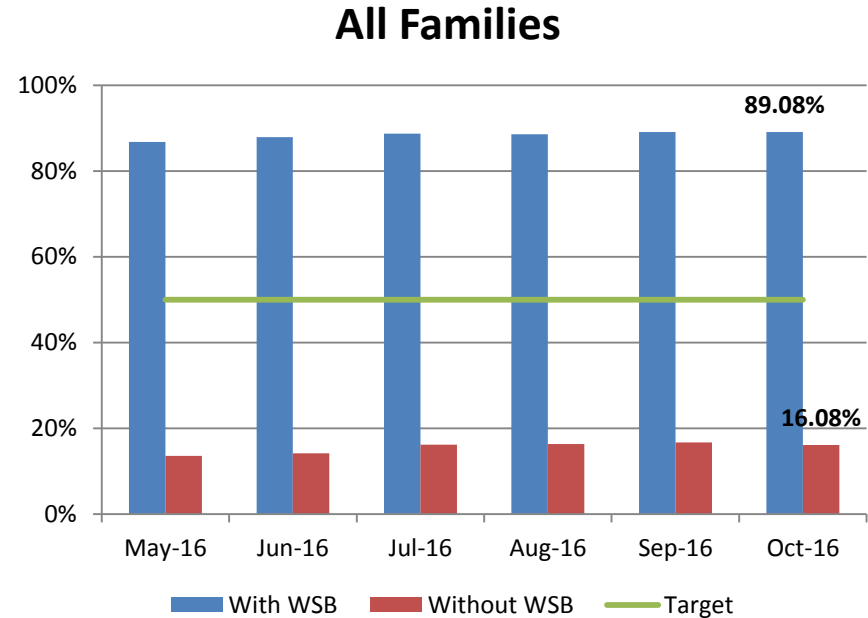
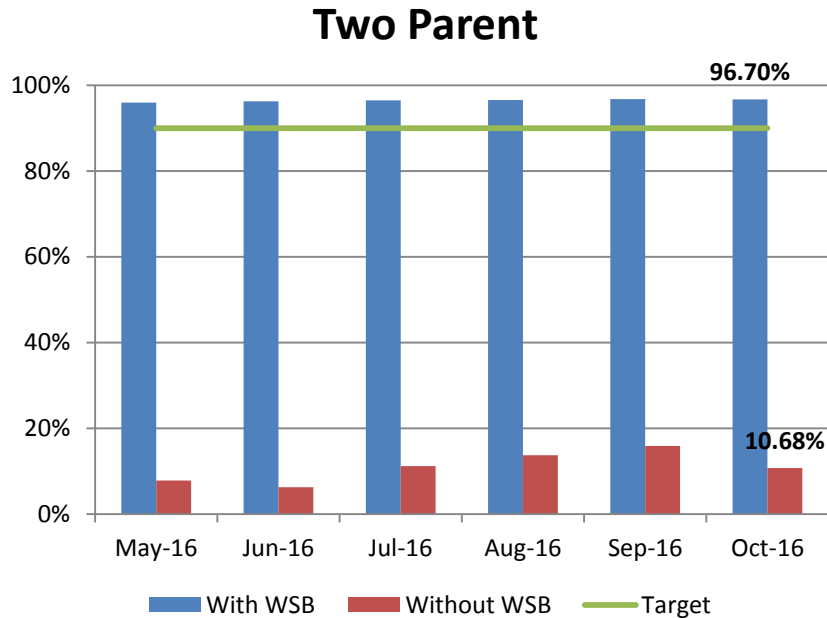
TANF Cash Welfare Cases



**TANF cases closed by reason:
FY 2015**



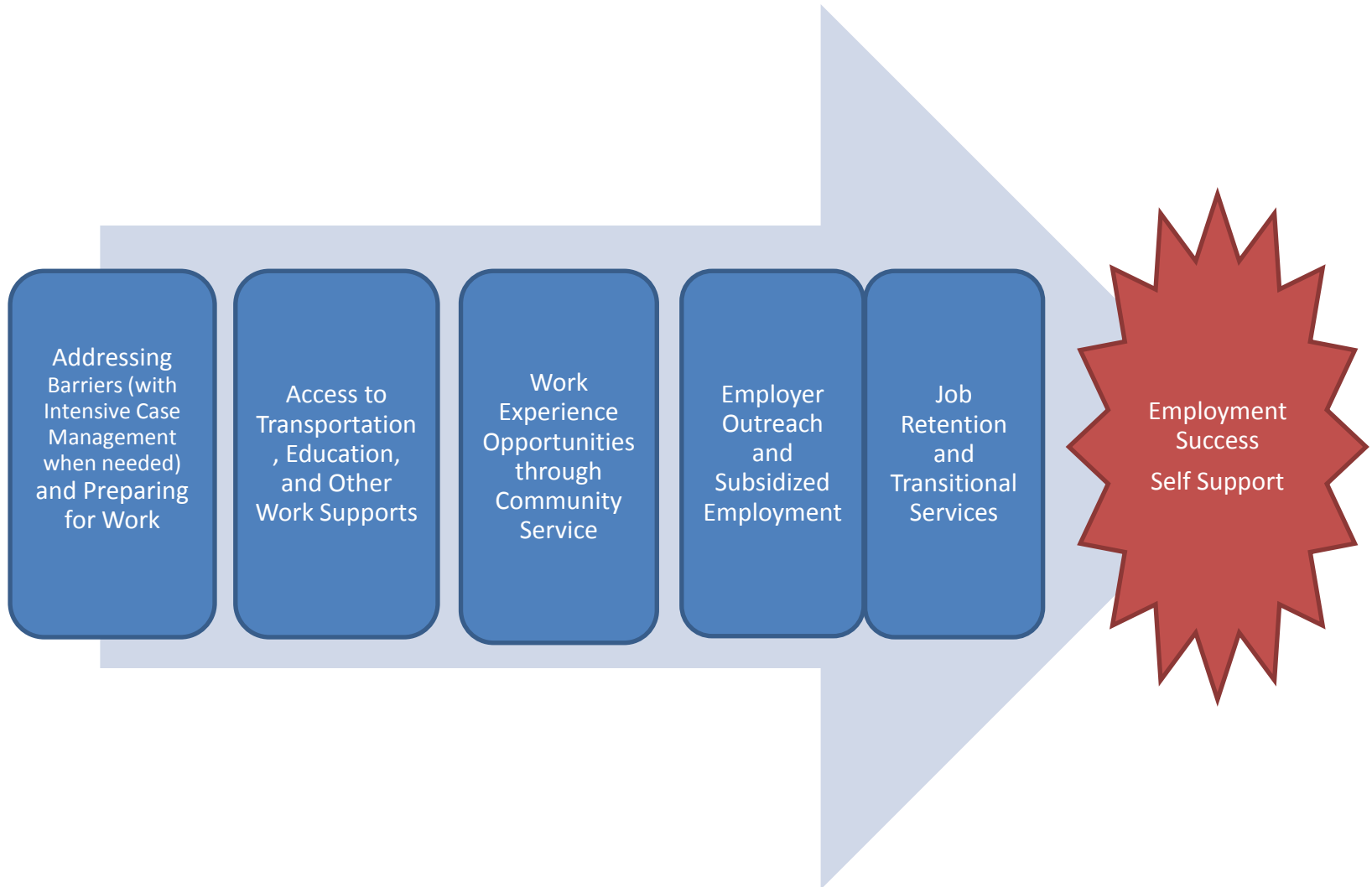
OFI: TANF Work Participation Rate (WPR)



Historically, Maine has not met its federally required work participation rate.

- Maine faces millions in federal penalties for not meeting WPR for several years dating back to 2007
- The WSB (**uses employed SNAP families to artificially meet the WPR**) program has temporarily stopped further Federal penalties
- 15,600 **non-TANF** SNAP households help us to meet WPR
- 7,300 **non-TANF** SNAP two-parent households help us to meet WPR

OFI: ASPIRE – We are Breaking the Cycle (BTC)



OFI: New TANF Spending – Improving the Future of Our Families – Jobs for Maine Graduates (JMG)

“If it weren't for my experience in JMG, I know I wouldn't be where I am today. JMG helped me find myself, helped me engage more with my peers, to communicate, to listen, to be someone I didn't think I could be.”

"JMG helped me in so many ways: to write a resume, stay organized in high school, find a job, apply to college; and during college they've helped me focus on graduating and meeting the right people for my future goals. JMG really helps get you ready for the real world. It has kept me going forward and I've met a lot of good people along the way."



OFI: New TANF Spending – Improving The Future for Our Families – My Place Teen Center

youth leadership academy

What the kids are saying about the Academy



"I love YLA because now I understand all the parts to working in a restaurant, from prep and cooking, to service and kitchen maintenance."

"They present a positive environment — which creates a positive me."

"I learned so much from my peers and the YLA staff about collaboration and being part of a team."

"They care about my future. They're preparing me to go to college."

"We don't just sit around and talk. It's about actually doing something."

"For me it all comes down to one thing: FIELD TRIPS!"

<https://vimeo.com/172604245>

OFI: New TANF Spending – Improving the Future of Our Families– Family Futures Downeast (Two-Gen Strategy)

Helping Parents and Children

Living in poverty can be passed on from one generation to the next. To stop the cycle, Family Futures Downeast believes that children should be empowered at the same time as their parents. How does this "empowerment" happen?

Quality Education at No Direct Cost

Families that become a part of Family Futures Downeast are given the opportunity to participate in a positive, supportive learning environment. Over the course of a year, parents will be enrolled part-time in specially-designed college classes held in the evenings while their children are provided with age-appropriate instruction, all at no out-of-pocket cost.



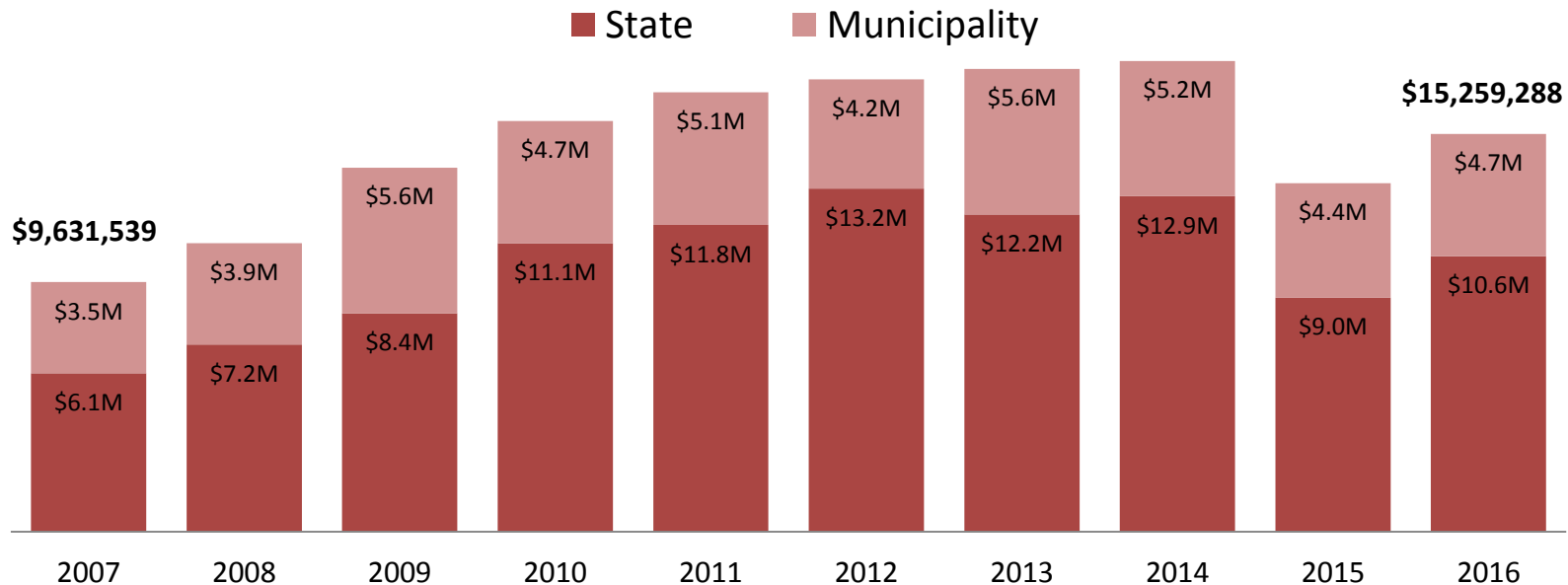
<https://www.familyfuturesdowneast.org/about-ffd>

OFl: General Assistance (GA)

General Assistance is a welfare program overseen by the State, but administered by municipalities. **GA is designed to be temporary and a last resort for a person in need of basic necessities.**

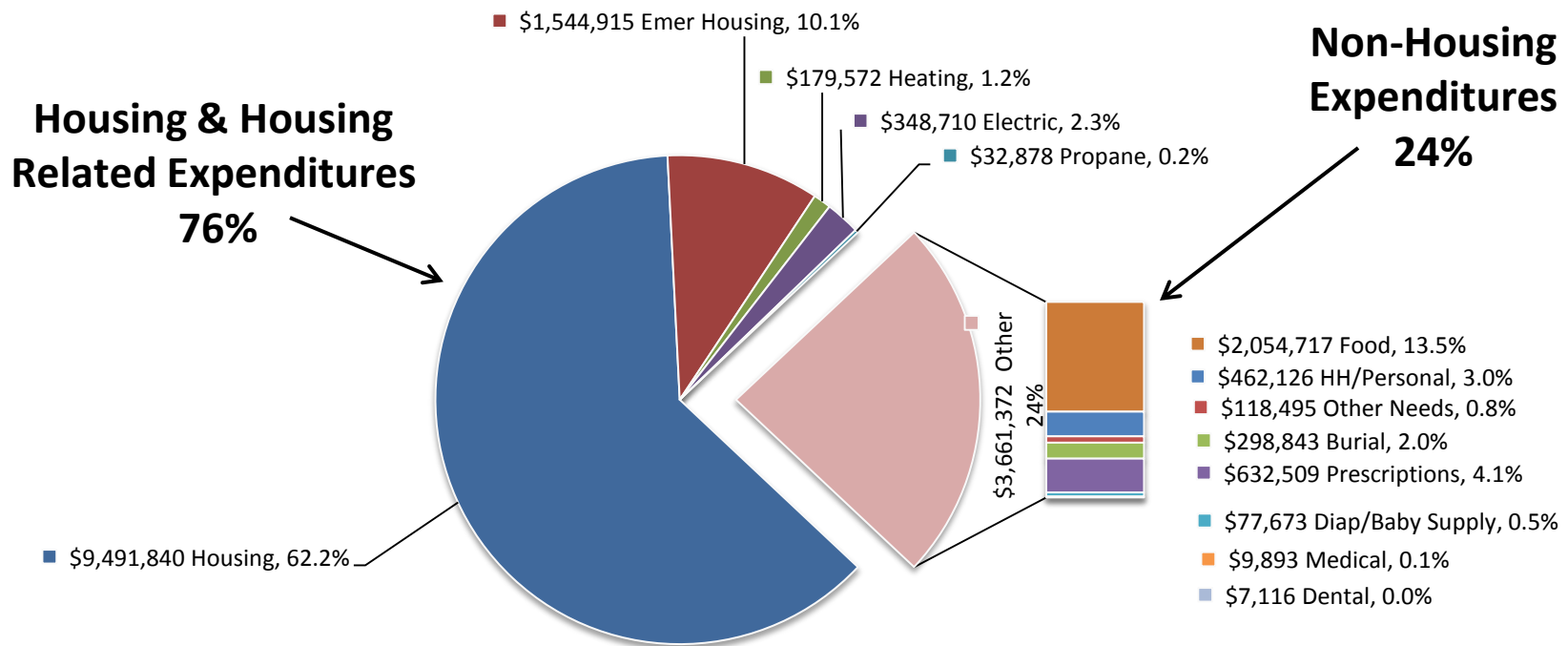
Municipalities determine eligibility (based on State regulations) and share the cost of providing the benefit. The State pays 70% of the cost as of July 2015. The municipalities are responsible for the remaining 30%. The State portion of total reimbursements requested for SFY '16, was \$10.6 million for General Assistance benefits.

General Assistance Cost 2007-2016



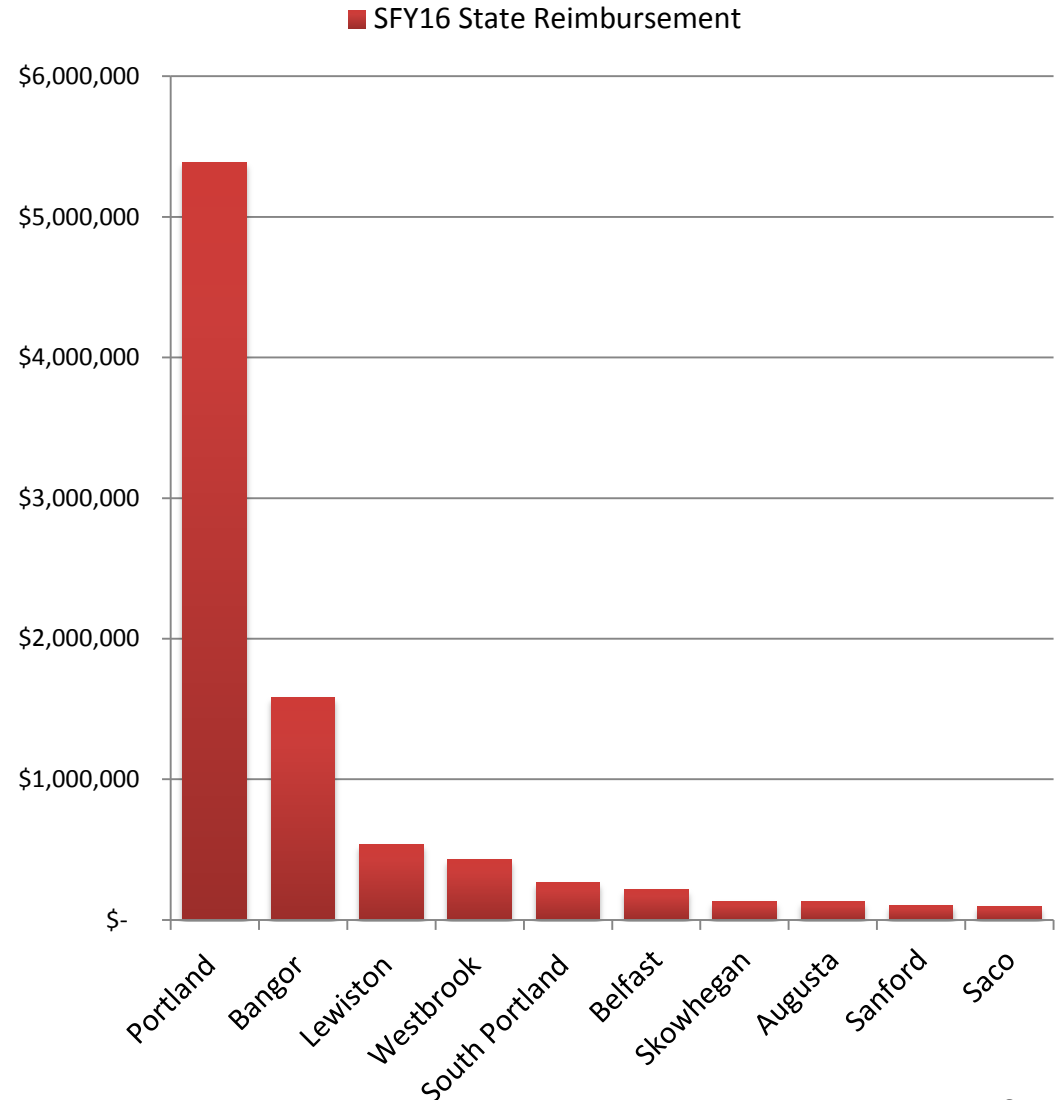
OFI: GA Expenditure Breakdown

Historically, nearly 80% of General Assistance dollars have been utilized for housing or housing related expenses. A breakdown of the total (state and municipal) \$15 million in General Assistance spending can be seen below.



OFl: General Assistance – top spending towns

| GA Spending: Top Ten Municipalities | SFY16 State Reimbursement |
|--|------------------------------|
| Portland | \$ 5,387,320 |
| Bangor | \$ 1,582,994 |
| Lewiston | \$ 538,545 |
| Westbrook | \$ 426,954 |
| South Portland | \$ 263,930 |
| Belfast | \$ 215,600 |
| Skowhegan | \$ 130,027 |
| Augusta | \$ 128,243 |
| Sanford | \$ 104,630 |
| Saco | \$ 97,521 |



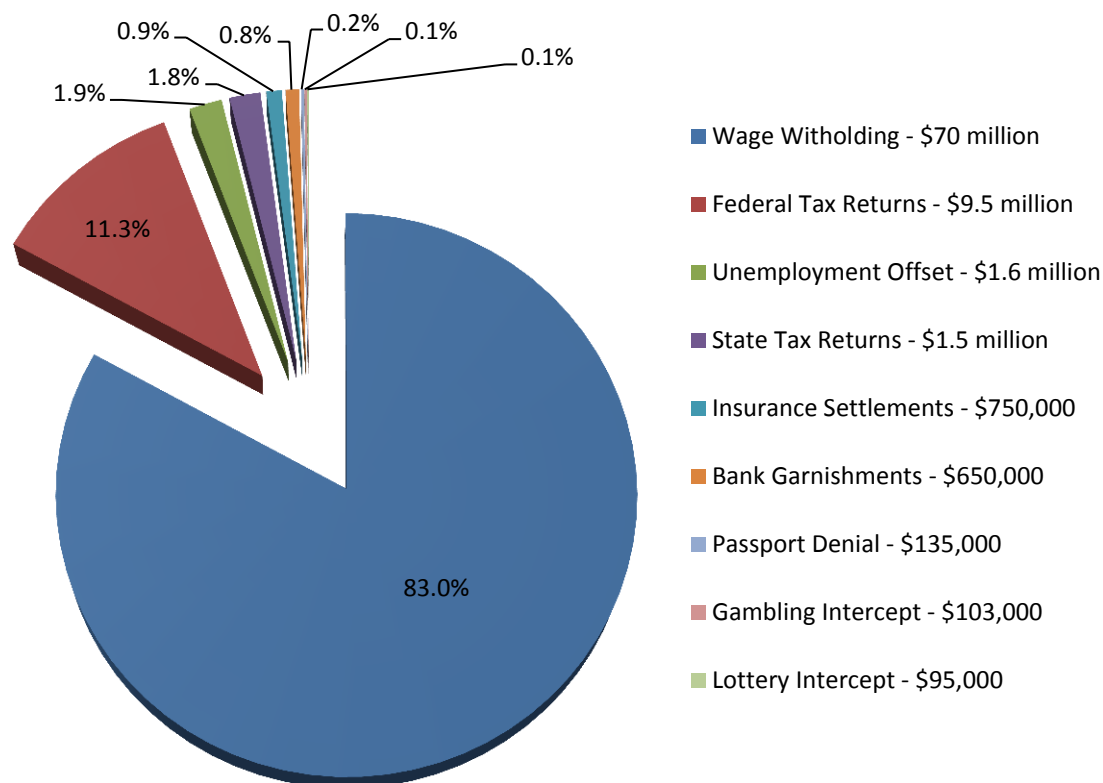
OFl: Division of Support Enforcement and Recovery (DSER)

What we do:

- **Locates** parents and **establishes** paternity for children born out of wedlock
- **Establishes, modifies** and **enforces** child support orders (50,000 enforcement actions annually)
- **Collects** and **distributes** child support to custodial parents – **over \$90M in SFY '16**

What we did in SFY 2016:

- Collected over **\$106 million**
- Recovered \$5.5 million in TANF expenditures
- Managed 1,000 paternity cases
- Oversaw 1,500 cases needing support orders
- Collected child support for 47,500 cases with enforceable orders

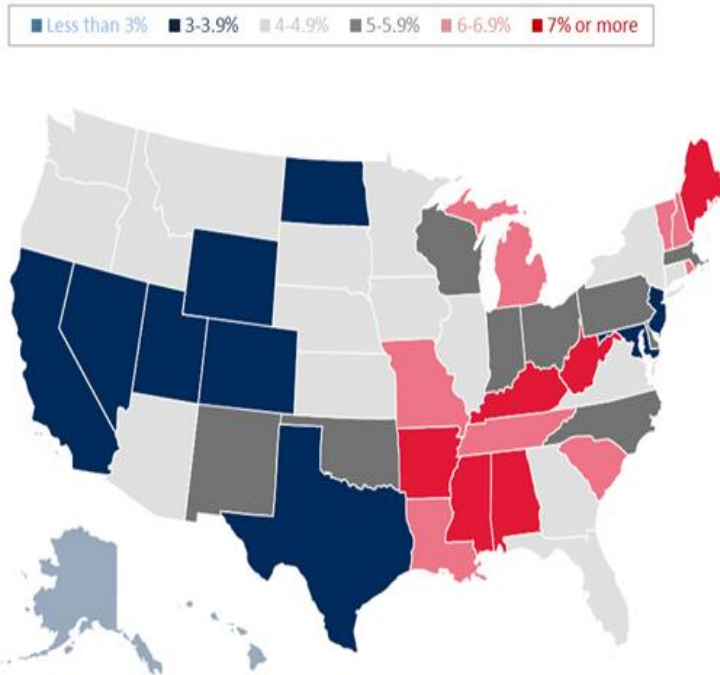


OFl: Disability Determination Services (DDS):

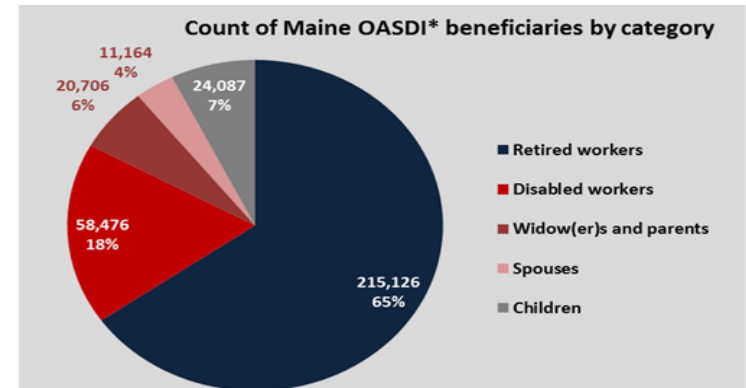
Disability Determination Services (DDS):

- 100 percent federally funded
- DDS reviews claims for SSI and SSDI on behalf of the Social Security Administration (**about 21,000 claims annually**)

Disabled beneficiaries aged 18-64 in current payment status as a percentage of state population aged 18-64, December 2015

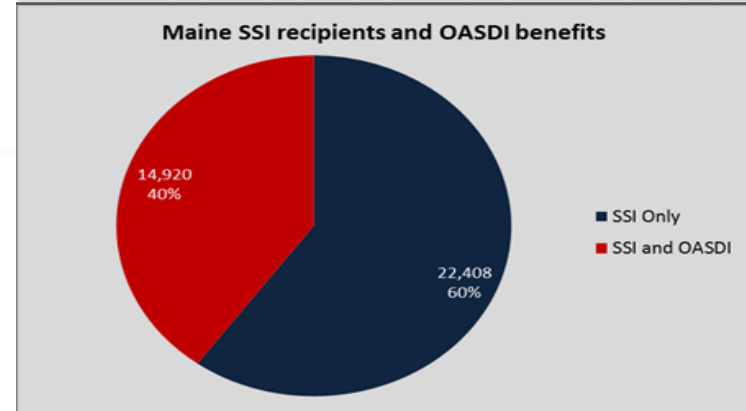


Source: Annual Statistic Report on the Social Security Disability Insurance Program 2015



*Old-Age, Survivors, and Disability Insurance (OASDI) is popularly referred to as Social Security.
Source: Social Security Congressional Statistics, December 2015

| | Total | Retired workers | Disabled workers | Widow(er)s and parents | Spouses | Children |
|-------|------------|-----------------|------------------|------------------------|-----------|-----------|
| Maine | 329,559 | 215,126 | 58,476 | 20,706 | 11,164 | 24,087 |
| U.S. | 59,963,425 | 40,089,061 | 8,909,430 | 4,190,676 | 2,477,567 | 4,296,691 |

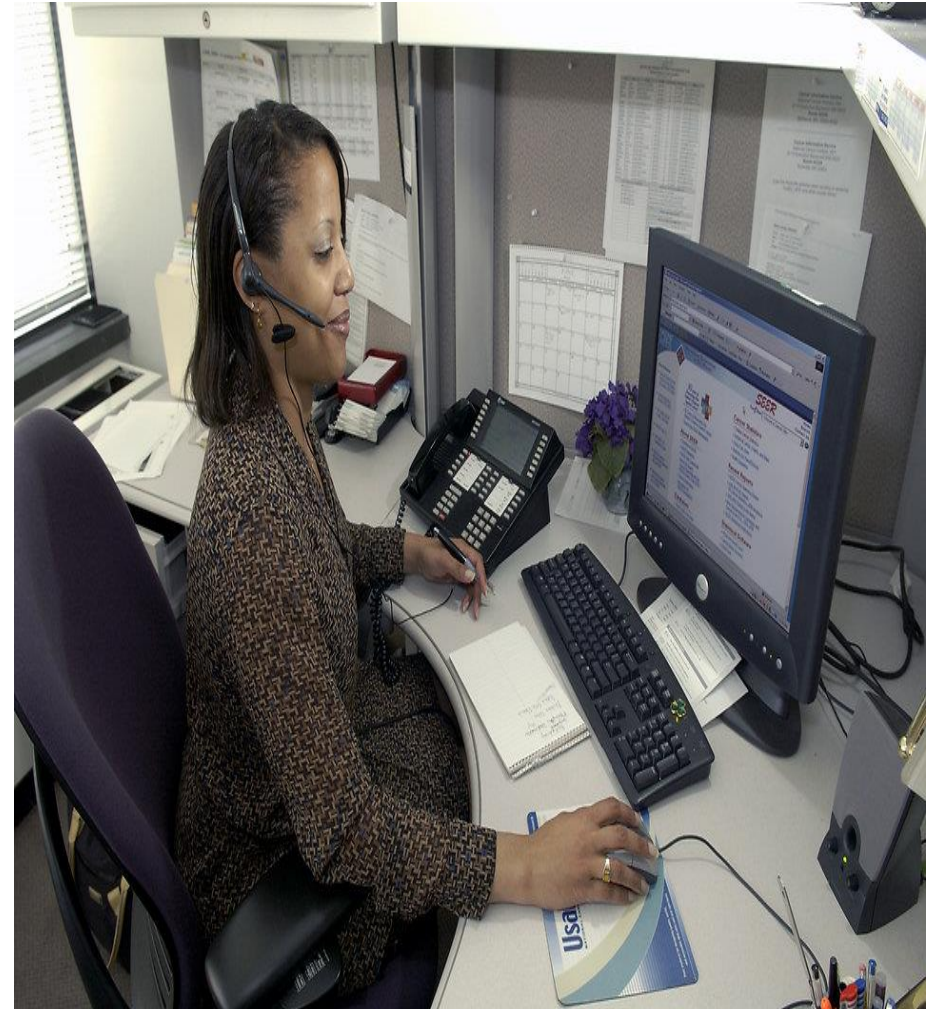


OFI: Major Business Re-engineering

Old OFI model (regional, case based and paper intensive)



OFl: New Business model (state-wide task based – paperless – call queue)



OFI: Work Flow Technology allows for prioritization of work and distribution of work statewide

File Edit View Navigate Query Tools Help

ORACLE

Saved Queries: * All Tasks

Tasks:

Home Tasks Contacts Service Activities Operational Reports Position Skills And Focus Group

Task List

My Tasks Menu New Delete Query Next Task Release Task Assign to Supervisor 1 - 1 of 1

| Task # | Client Id | Task Type | TANF Indicator | Expedited | Submission Date | Status | Office | First Name | Last Name | FS | Maine Care | TANF | CC | EA | Verification |
|---------------|-----------|-------------|-------------------------------------|-----------|----------------------|----------|------------|------------|-----------|-------------------------------------|-------------------------------------|-------------------------------------|----|----|--------------|
| > 1-140706938 | 05659873A | Application | <input checked="" type="checkbox"/> | | 3/2/2016 12:00:00 AM | Received | 30 Augusta | JANE | DOE | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | | | |

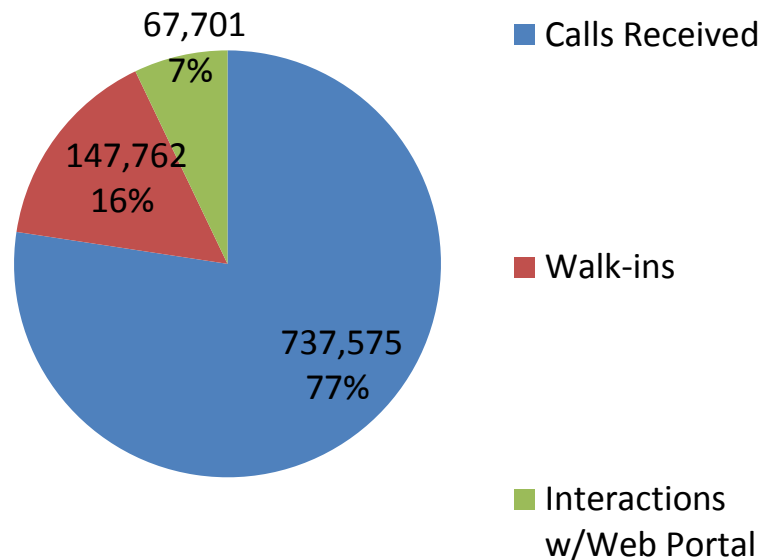
OFl: Accomplishments that have improved client services in the past four years

| Function | Description | Results |
|--|---|---|
| Statewide Phone Queue | A virtual call center environment handles most incoming OFI calls and technology will automate some client transactions and allow real-time tracking and monitoring of calls. | <ul style="list-style-type: none"> ✓ Approximately 800,000 calls are handled annually, along with 70,000 food supplement interviews. ✓ Staffing averages 84 Eligibility Workers daily, with the capacity of up to 132 during high volume times. |
| Statewide Document Imaging | Mail is routed through a central processing center where it is scanned and indexed. | <ul style="list-style-type: none"> ✓ Scans and indexes more than 150,000 client documents per month at the central service center ✓ Scanning and indexing capability in each regional office |
| Siebel Workflow Management Tool | Allows for the statewide distribution of applications and reviews, as well as real-time tracking of cases, staff performance, and dashboards/management reporting. | <ul style="list-style-type: none"> ✓ Approximately 55,000 applications received per year can be prioritized and tracked. |
| Online Services | My Maine Connection provides a streamlined, web-based platform for clients. | <ul style="list-style-type: none"> ✓ Between 5,000-6,000 My Maine Connection client submissions (apps, reviews, changes) received monthly. |
| Regional Policy Specialists | 13 new positions hired statewide to mentor new hires, provide policy expertise, and develop training materials. | <ul style="list-style-type: none"> ✓ Freed up time for Supervisors to focus on evaluating staff performance and professional development. ✓ Standard delivery of training and communication. |

OFl: Now able to Measure and Manage

Before –

- Could not track phone calls
- Could not apply or report changes online
- Could not track work or productivity
- Could not prioritize and distribute work effectively



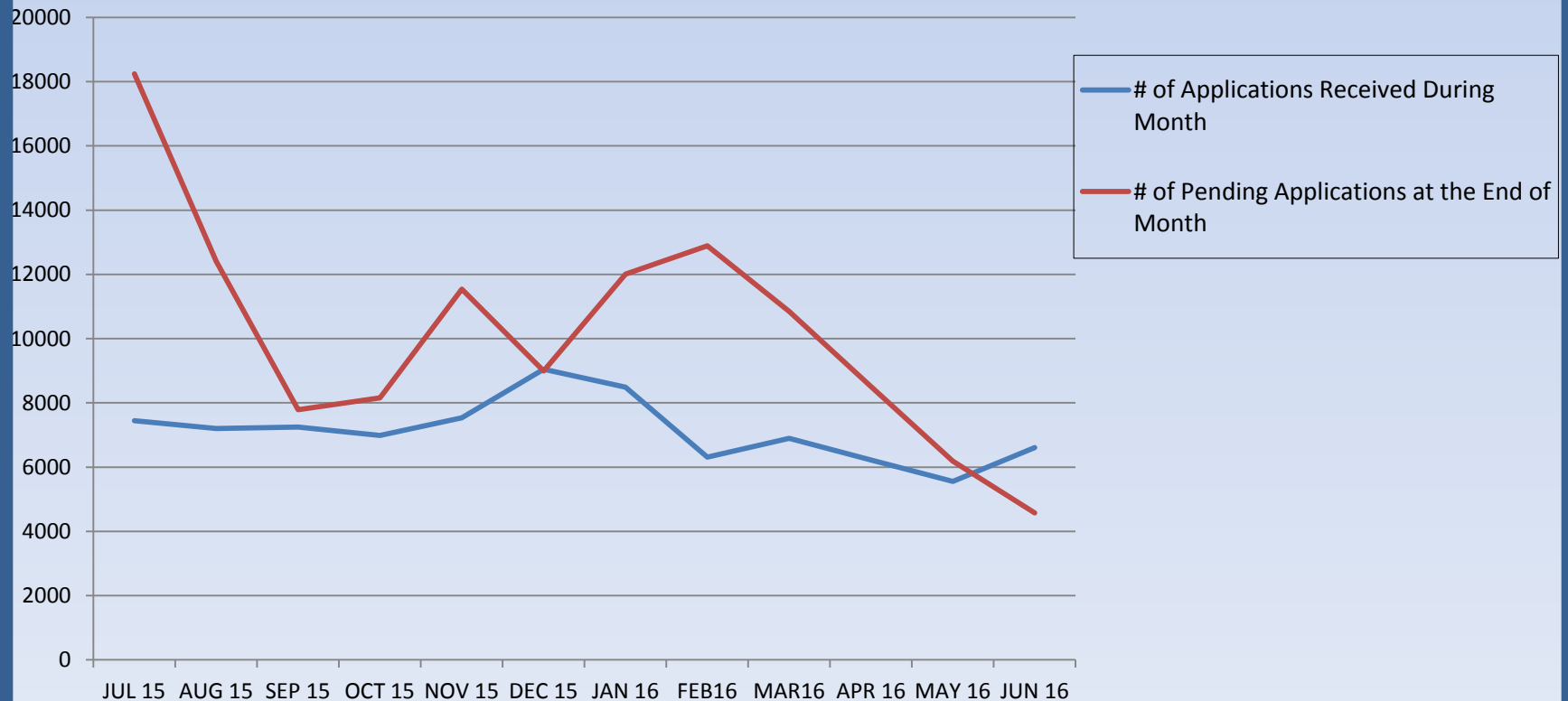
After –

- Can now monitor and track call volume
- Clients are able to apply and submit changes online
- Ability to prioritize and track work productivity

Designing – Planning – Managing -- Training -- Executing

OFl: Success of Business Transformation

Applications



OFl: Continued focus on Key Performance Indicators

| KPI Area | KPI | Lead | Key Role |
|-------------------------------------|--|------|----------|
| MaineCare | Determine eligibility on 90% of MaineCare applications within 45 days | | |
| Food Assistance | Determine eligibility on 90% of Food Supplement applications within 30 days | | |
| TANF | Determine eligibility on 90% of the TANF applications within 30 days | | . |
| Customer Service | Annually address 75% of the calls offered through the phone queue | | |
| Workforce Development - TANF | Assign 100% of mandatory TANF participants to workforce vendor within 2 days of application for assistance | | |
| | Achieve a monthly WPR of 90% for 2 parent households | | |
| | Achieve a monthly WPR of 50% for overall TANF caseload | | |

OFl: Continued Quality Improvement

Eligibility Determination:

- Conversion of 15 year old ACES rules engine to Oracle Policy Automation (OPA) rules solution:
 - OPA is based on readily maintainable rules reflecting the latest Federal and State regulations, thereby providing an opportunity to correcting current defects and issues that have accumulated over the 15 year lifespan of the current solution (i.e. starting with a clean slate)
 - OPA will allow for prospective analysis of program and policy changes (i.e. better understanding of the impact of policy changes on recipients)
 - Reduced time to implement rules changes (i.e. user interface for changes means no 'coding', less technical resources and business friendly)
 - Newer solution will make it easier to support external data verifications (i.e. newer technology provides an easier platform for external data sources to hook up)

OFl: Continued Quality Improvement

Breaking the Cycle:

- Creating a path out of poverty through work, training/education and job retention
 - TANF families begin to receive training and employment services through a statewide vendor with expertise in helping families achieve employment goals
 - FEDCAP is a non-profit whose focus is to create opportunities for people with barriers to move toward economic independence
 - Immediate and constant engagement that include employment and training/education activities
 - Increased one-on-one attention from a case manager
 - One service provider in one location for all case management and employment related services
 - Case management services that focus on employment, job retention, and promotion
 - Wellness plans that remediate barriers to success

